UNITED STATES PATENT AND TRADEMARK OFFICE

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

-- *The MAILING DATE of this communication appears on the cover sheet with the correspondence address* --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *15ᵗʰ July 2008*.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-26* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-26* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

DETAILED ACTION

Claims **1-26** are pending

This is a Non-Final action

Continued Examination Under 37 CFR 1.114

A request for continued examination under 37 CFR 1.114, inc0luding the fee set

forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this

application is eligible for continued examination under 37 CFR 1.114, and the fee set

forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action

has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 15th

July 2008 has been entered.

Specification

The disclosure is objected to because of the following informalities on page *2* line *12*

(background section): delete "CIT" and add -- CTI --. Appropriate correction is required.

Claim Rejections - 35 USC § 102

The text of those sections of Title 35, U.S. Code not included in this action can

be found in a prior Office action.

Claims **1 – 26** are rejected under 35 U.S.C. 102(b) as being anticipated by

Sassin et al (US 6449260 B1, "Sassin").

Claims **1**, **16** and **19**: Sassin shows a system, comprising computer-readable

storage medium including stored computer program instructions, performing a method,

when executed by a computer result in the computer managing information (fig. *1*),

comprising:

receiving a first request for caller information at a web server during a call

session initiated in response to a telephone call from a caller (col. 3 lines 44-47);

retrieving call information associated with said call session at said web server

(col. 3 lines 33-38);

retrieving said caller information at said web server directly from a caller

database using said call information, said caller information comprising an interactive

voice response script *or* a web page template associated with said caller (col. 3 lines 20-

24 & 44-50; col. 8 lines 35-41);

retrieving call context information from a computer-telephony integration server

that has registered said telephone call (col. 8 lines 12-18);

generating a dynamic web page at said web server from a plurality of web page

templates using said caller information and said call context information, said plurality of

web page templates selected at said web server by a selection module (col. 8 lines 35-

47); and

sending said web page in response to said first request (col. 8 lines 38 & 44).

Claims **2**, **13** and **24**, applied to claims **1**, **2** and **23**: Sassin discloses retrieving

the first request comprises a first identifier (col. 3 lines 39-47; requests ↔ e-mail address,

call back number); sending a second request to a call database using the first identifier

(col. 3 lines 51-55 & col. 4 lines 60-63); receiving the call information in response to the

second request (col. 4 lines 63-65).

Claims **3** and **5**, applied to claims **2** and **4**: Sassin further shows the first identifier

identifies a telephone line for the call session (col. 7 lines 20-31); and the second

identifier represents information provided by a caller and stored in a caller database (col. 8 lines 26-30).

Claim **9**, applied to claim **1**: Sassin further mentions the dynamic web page is a script for an IVR system (col. 3 lines 15-24; col. 10 lines 27-38).

Claim **21**, applied to claim **20**: Sassin further mentions the media server comprises IVR system (col. 2 lines 11-24).

Claim **22**, applied to claim **20**: Khouri further mentions the telephone system comprises of a PBX or ACD (col. 1 lines 48-54; col. 2 lines 11-17).

Claim Rejections - 35 USC § 103

The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claims **1 – 26** are rejected under 35 U.S.C. 103(a) as being unpatentable over Burger et al (US 7149287 B1, "Burger") in view of Fraser (US 2004/0047453 A1) and in further view of Khouri et al (US 2003/0069937 A1, "Khouri").

Claims **1**, **16**, **18** and **19**: Burger shows a system, comprising computer-readable storage medium including stored computer program instructions that when executed by a computer result in the computer managing information (fig. *1*), comprising:

a communications web interface at a web server to receive a first request for caller information during a call session initiated in response to a telephone call from a caller (col. 6 lines 38-47; col. 7 lines 5-17; HTTP GET request to voice application server *14*) or (col. 9 lines 55-59; SIP INVITE which comprises of a "from" calling number);

retrieve call information associated with the call session at the web server (col. 7

lines 61-66; application server *86* = voice application server *14*);

a script generator to retrieve the caller information comprising an interactive

voice response (IVR) script or a web page template associated with the caller (col. 7 lines

20-23; col. 5 lines 16-18; VoiceXML).

Burger may not have very *expressively* shown:

retrieving call information *directly* from a caller database using the call

information; retrieving call context information from a *computer-telephony integration*

(CTI) server that has registered the telephone call; generating a web page *by a web*

page generator from a *plurality of web page templates* using the caller information and

the *call context information* wherein the plurality of web page templates selected at the

web page generator by a *selection module*; and sending the web page in response to

the first request.

Fraser shows retrieving call information *directly* from a caller database using call

information ([0022] lines 13-18; fig. 1: IVR server *4* & host server *1 directly* retrieving scripts

from databases *2* & *3* based on user requirements, which is interpreted as call information);

generating a dynamic web page *by a web page generator* from a *plurality of web page*

templates using the caller information wherein the plurality of web page templates

selected at the web page generator by a selection module ([0022] lines 19-29; [0024] lines

1-6; [0026] lines 1-3 & line 13 to [0027]; select from plurality of VPP script (templates) in

database). It would have been obvious to one of ordinary skill in the art at the time the

invention was made to modify the web and IVR server(s) structure of Burger to have

direct access to voice templates based on call (or user) information from a directly

connected database wherein plural web templates are stored to generate a webpage

based on the call (or user) information as taught by Fraser to allow a caller or user to

control interaction they have with an automated response system and to select and

identify information requested ([0004]).

However, retrieving of *call context* information from a *computer-telephony*

integration (CTI) server that has registered the telephone call and using the *call context*

information as a criterion for webpage selection and generation are not very *clearly*

mentioned by Burger or Fraser.

Khouri discloses in figure *3* a CTI server *56* connected to a telephony and web

servers (*54* & *64*) wherein the telephony server generates a web page containing a caller

phone number and other information about the identified caller ([0036] lines 1-6); wherein

the web page is controlled (or interpreted as selected) by the CTI server ([0037] lines 1-6),

in other words, the CTI server must have sent some sort of call context information to

the telephony/web server in order to control or select the web pages to be shown based

on the identified (registered) caller. It would have been obvious to implement a CTI

server of Khouri to connect with the web server of Burger, modified by Fraser, to help

select web pages based on call context information and allow easier connection for a

user to a certain web site ([0005]).

Claim **23** is rejected in the same grounds as claims **1**, **16** and **19** except for an

antenna at the web server to retrieve call information. The examiner takes official notice

that modifying the web server of Burger, modified by Fraser and Khouri, into a radio or

wireless web server, which *must* comprise of an *antenna*, would have been an obvious

improvement that could have been made at the time the invention was created to allow

remote interactive voice response devices to send and receive web pages to and from

remote computer systems conveniently (**see **Albayrak** in prior art record in conclusion

section).

Claims **2**, **13** and **24**, applied to claims **1**, **2** and **23**: Burger, modified by Fraser

and Khouri, disclose retrieving the first request (e.g. SIP INVITE) comprises a first

identifier (col. 7 lines 5-12; [94] SIP INVITE which comprises a dialing number in fig. *8*);

sending a second request (e.g. [96] SIP INVITE) to a call database (e.g. in media server *88*)

using the first identifier (col. 7 lines 12-14); receiving the call information in response to

the second request (col. 7 lines 14-24).

Claims **3** and **5**, applied to claims **2** and **4**: Burger, modified by Fraser and

Khouri, further shows the first identifier (from [94] SIP INVITE) identifies a telephone line

for the call session (col. 7 lines 5-9; fig. 8: [90] dialing number → [92] routing request → [94]

SIP INVITE); and the second identifier represents information provided by a caller and

stored in a caller database (col. 7 lines 51-57; PIN stored in media server).

Claims **4**, **6**, **7**, **8**, **14**, **15** and **25**, applied to claims **1**, **4**, **6** and **23**: Burger,

modified by Fraser and Khouri, further disclose retrieving a second identifier (e.g. PIN

and client "account" identification) from the first request (col. 7 lines 51-57); sending a third

request to the caller database (e.g. in media server) and receiving caller information in

response to the third request (fig. 8: [112]).

Claim **9**, applied to claim **1**: Burger, modified by Fraser and Khouri, further

mentions the dynamic web page is a script for an IVR system (col. 5 lines 16-18; col. 10

lines 9-13; fig. 10: App server dynamically generates VXML script).

Claim **10**, applied to claim **1**: Fraser further discloses receiving telephone call to

initiate call session ([0045] lines 3-5 & 9-11); registering the telephone call with a call

database ([0045] lines 16-24 & [0047] lines 1-5); receiving a request from a caller for caller

information ([0047] lines 5-13); and sending first request to the web server for the caller

information ([0047] lines 17-22: controller/host server *1*).

Claims **11** and **12**, applied to claim **10**: see claim **20** rejection.

Claim **20**, applied to claim **19**: Burger, modified by Khouri, discloses a media

server to reproduce the web page to a caller in an audible form (col. 5 lines 48-55) and a

telephone system to create the call session between the caller and media server (col. 7

lines 43-46 & 61-64). Yet, a call database to store call information for the call session and

retrieving (at said communications web services interface) information from *both* the call

database and said caller database during the call session and sending the information

to the web page generator have not been very *expressively* mentioned. Fraser shows a

VPP user database (fig. *1*: database *3* as a call database) for storing call information during

a call session ([0028] lines 1-11: user telephone connected to IVR server and retrieve user info

from database *3*) and using the call information from database *3* to retrieve caller

information from database *2* scripts store to generate the caller web page ([0028] lines

11-16). It would have been obvious to one of ordinary skill in the art at the time the

invention was created to add a call database to store and send call information as

shown by Fraser in addition to said caller database of Burger, modified by Khouri, to

generate specific script in dependence on recorded data in which a plurality of scripts

are stored ([0005]).

Claim **21**, applied to claim **20**: Burger, modified by Fraser and Khouri, further

mentions the media server comprises IVR system (col. 5 lines 16-22 & col. 7 lines 20-24).

Claim **22**, applied to claim **20**: Khouri further mentions the telephone system

comprises of a PBX or ACD [0017].

Claim **26**, applied to claim **23**: Burger, modified by Fraser and Khouri, further

disclose retrieving a second identifier (e.g. PIN) from the first request (col. 7 lines 61-66),

sending a second request to the caller database using the second identifier (col. 7 lines

66 – col. 8 lines 1-5; check), and receiving the caller information in response to the second

request (col. 8 lines 12-17; establish call with client code).

Conclusion

The prior art made of record and not relied upon is considered pertinent to

applicant's disclosure.

Albayrak et al (US 6662163 B1): RF web server, see col. 7 lines 30-58 & fig. *4* RF

transceiver = antenna

Gao et al (US 6885737 B1): web-integrated interactive voice response system

Wichmann et al (US 7277924 B1): a user transmits a request for a web page with

one or more portlets to a portal web server; the portal web server communicates with

one or more web providers to obtain content for any portlets on the web page as each

web provider may communicate with one or more content retrievers, or access pre-rendered web pages generated by a performance engine, to retrieve content necessary to render the web page and each content retriever may communicate with a content provider to obtain content; then, the portal web server assembles the requested web page using stored information and the appearance and operation of the web page and content supplied by the web provider

Bae et al (US 2001/0008555 A1): convert input data from a wireless device into a webpage code for generating a webpage at a web server

Hirni et al (US 6731609 B1): an automatic call distributor (ACD) to route calls through a software switch and a CTI subsystem that provides an interface to a CTI server so the ACD can work together with standard PSTN call centers

Virzi et al (US 2004/0161079 A1): routing call based on a plurality of voice templates in a database and check if a match between a voice response and one of the voice templates exist

Strathmeyer et al (US 2001/0026548 A1): an improved method for utilizing computer telephone integration CTI techniques to process telephone calls using various applications in a packet switched telephone network

Duncan et al (US 2004/0022383 A1): a computer telephony integration CTI platform establishes communication between a remote agent and an individual contact wherein a connection is passed to a web server of remote agent server so that information about an individual contact is passed to the assigned remote agent, such as by pushing an HTML web page to a computer system of the remote agent

Petrunka (US 6298127 B1): producing separate billing records for different class of service calls

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Xavier Wong whose telephone number is 571-270-1780. The examiner can normally be reached on Monday through Friday 8:30 am - 6:00 pm (EST).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Seema Rao can be reached on 571-272-3174. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Xavier Szewai Wong/   /Kevin C. Harper/
X.S.W / x.s.w   Primary Examiner, Art Unit 2616
20th August 2008